Inspecting Informing Improving

Patient survey report 2004

Healthcare Commission

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

The inpatient survey 2003/04 was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe

picker INSTITUTE EUROPE

The Healthcare Commission

The Healthcare Commission exists to promote improvement in the quality of NHS and independent healthcare across England and Wales. It is a new organisation, which started work on 1st April 2004. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and takes over some responsibilities from other commissions. It:

- replaces the work of the Commission for Health Improvement (CHI), which closed on 31st March 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on 31st March 2004
- picks up the elements of the Audit Commission's work which relate to efficiency, effectiveness and economy of healthcare

In taking over the functions of CHI, the Healthcare Commission now has responsibility for the programme of national patient surveys initiated by CHI. This report relates to a patient survey that was begun by CHI but is published by the Healthcare Commission. The Healthcare Commission has full responsibility for this report.

Introduction

A vital step to encouraging hospital and other health services to really meet the needs of patients is to ask patients what they think about the NHS. One way of doing this is by carrying out surveys of patients who have recently used the health service.

The Healthcare Commission has carried out five national surveys. The surveys asked patients across England about their experiences of hospital inpatient care for adults, services for children and young people, ambulance services, mental health services and primary care services.

The inpatient survey asked about recent experience of inpatient care. The survey involved 169 acute and specialist NHS trusts, and responses were received from more than 88,000 patients.

This report compares the results for the inpatient survey in this trust with results for other hospital trusts.

Interpreting the report

For each question in the survey, the individual responses were scored on a scale of 0 to 100, depending on the extent to which the patient's experience could have been better. A score of 100 represents the best possible response. The average scores for each trust for each question were calculated[1].

Each bar represents the range of results across all trusts that took part in the survey for one question.

The bar is divided into three coloured segments:

- the left-hand end of the bar (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right-hand end of the bar (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section of the bar (coloured orange) represents the range of scores for the remaining 60% of trusts

The score for this trust is shown on each bar by a white diamond. So, for example, if the trust is in the green section of the bar, it is in the best 20% of trusts in England.

The line either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation[2].

The data used for the charts is shown in table 1. The second table gives background information about the patients surveyed.

Further information

Full details of the survey methodology can be found at:
http://www.nhssurveys.org/docs/Inpatient_Guidance2004.pdf

The questionnaire and scores given to each response can be found at:
http://www.healthcarecommission.org.uk/assetRoot/04/00/67/00/04006700.pdf

[1] The results have been weighted by the age and sex of respondents. The trust-level results are standardised, so that their age-sex profile reflects the national age-sex distribution (based on all of the survey respondents). This is so that results can be compared between trusts with different patient profiles.
[2] This is the 95% confidence interval indicating that in 95% of cases we can expect the true value to be within this range. Where fewer than 30 people answered a question at this trust the diamond is not shown because the uncertainty around the result would be too great. Note also that when identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

Admission to hospital

How organised was the care you received in A&E (or the medical admissions unit)?

How long did you wait before admission to a room or ward and bed?

How do you feel about the length of time you were on the waiting list?

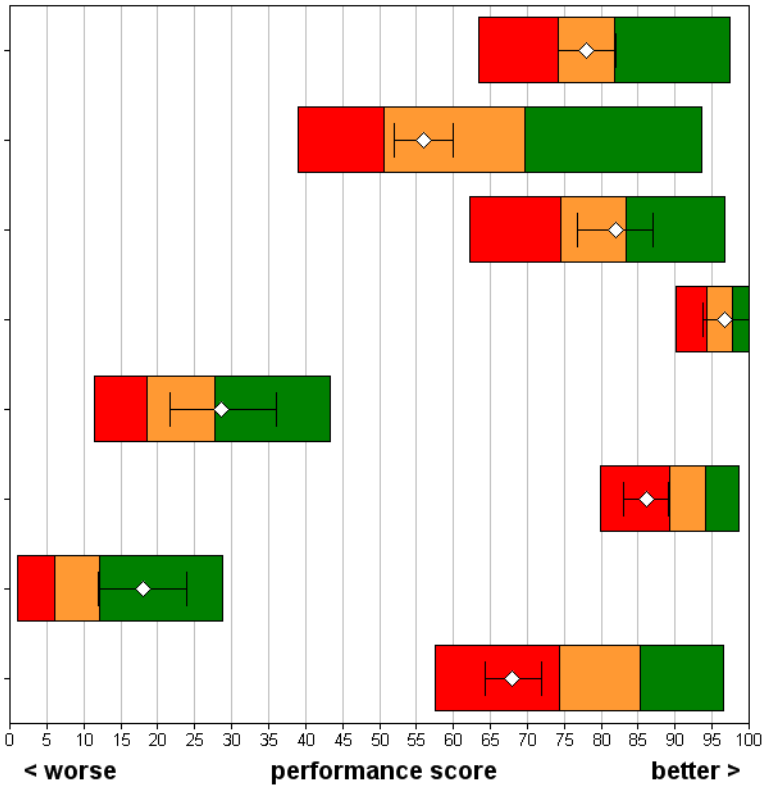
Were you given enough notice of the date of your admission?

Were you given a choice of admission date?

Was your admission date changed by the hospital?

Were you given a choice about which hospital you were admitted to?

Did you feel that you had to wait a long time to get to a bed on a ward?



The hospital and ward

Did you ever share a room or bay with patients of the opposite sex?

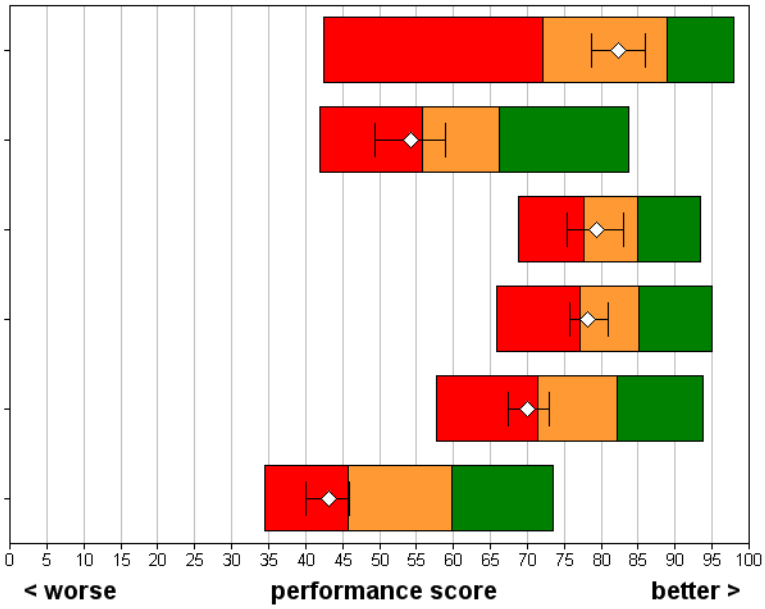
Were you ever bothered by noise at night from other patients?

Were you ever bothered by noise at night from hospital staff?

In your opinion, how clean was the hospital room or ward that you were in?

How clean were the toilets and bathrooms that you used in hospital?

How would you rate the hospital food?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
This trusts results are not shown if there were fewer than 30 respondents.

Inpatient survey 2004

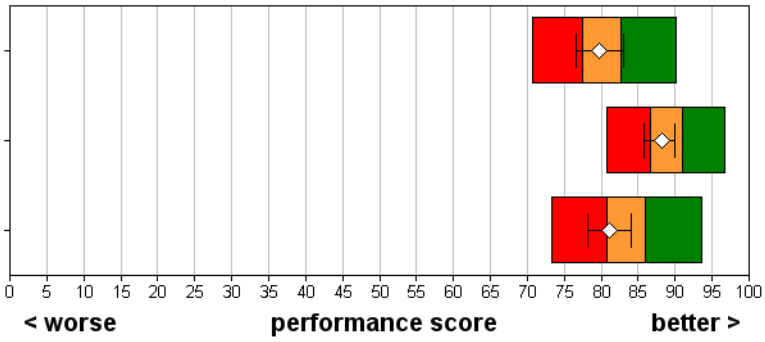
Chelsea and Westminster Healthcare NHS Trust

Doctors

When you had questions to ask a doctor, did you get answers you could understand?

Did you have confidence and trust in the doctors treating you?

Did doctors talk in front of you as if you weren't there?



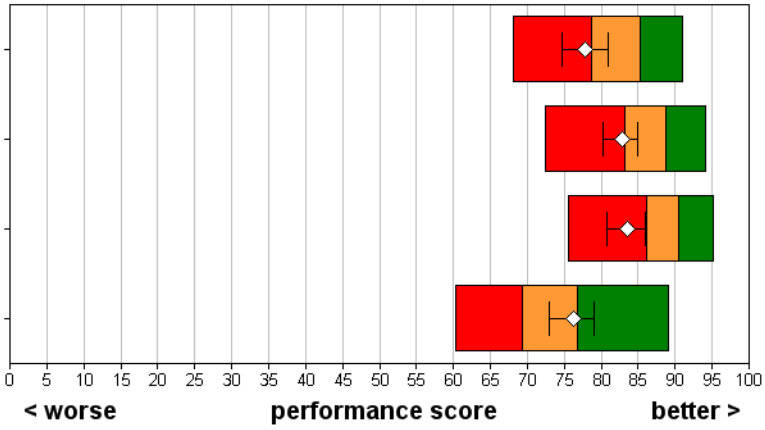
Nurses

When you had questions to ask a nurse, did you get answers you could understand?

Did you have confidence and trust in the nurses treating you?

Did nurses talk in front of you as if you weren't there?

In your opinion, were there enough nurses on duty to care for you in hospital?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
This trusts results are not shown if there were fewer than 30 respondents.

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

Your care and treatment

Did a member of staff say one thing and another say something quite different?

Were you involved as much as you wanted to be in decisions about your care?

How much information about you condition or treatment was given to you?

Did your family or someone close to you have enough opportunity to talk to a doctor?

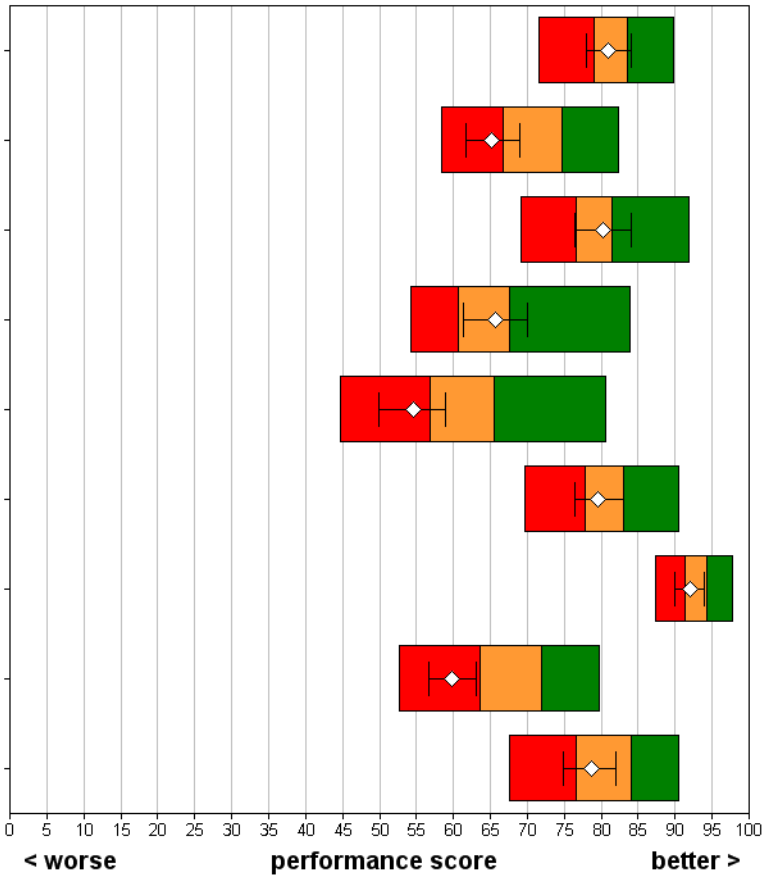
Did you find someone on the hospital staff to talk to about your worries and fears?

Were you given enough privacy when discussing your condition or treatment?

Were you given enough privacy when being examined or treated?

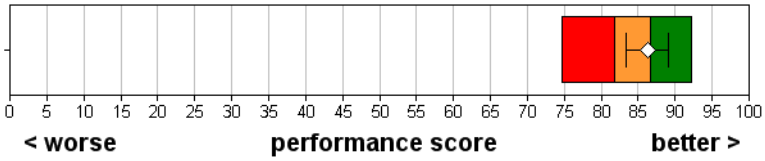
After you used the call button, how long did it usually take before you got help?

Were your scheduled tests, x-rays or scans performed on time?



Pain

Did you think the hospital staff did everything they could to help control your pain?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
This trusts results are not shown if there were fewer than 30 respondents.

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

Leaving hospital

How long was your discharge delayed?

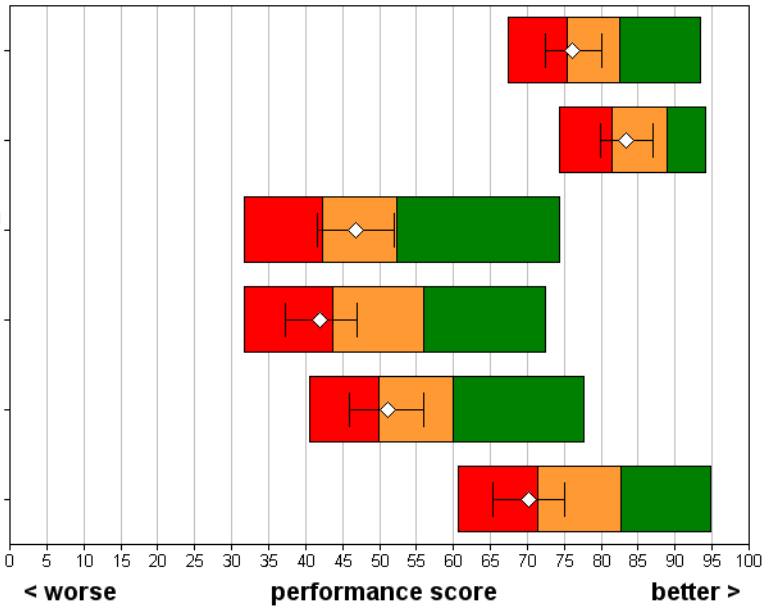
Did a member of staff explain the purpose of the medicines in a way you could understand?

Did a member of staff tell you about medication side effects to watch for?

Did a member of staff tell you about any danger signals you should watch for?

Did hospital staff give your family or someone close to you all the information they needed?

Did hospital staff tell you who to contact if you were worried about your condition?

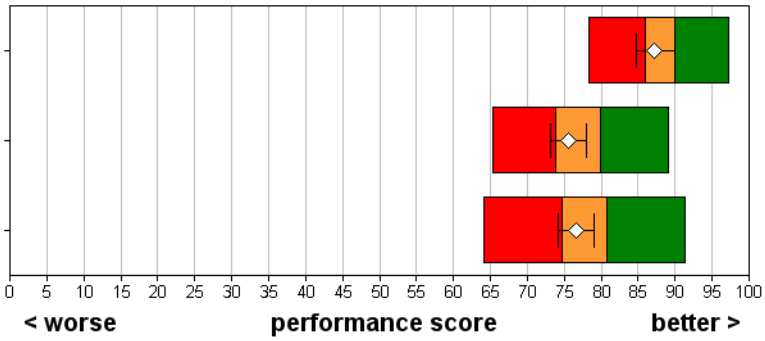


Overall

Did you feel you were treated with respect and dignity while you were in the hospital?

How would you rate how well the doctors and nurses worked together?

Overall, how would you rate the care you received?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
This trusts results are not shown if there were fewer than 30 respondents.

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

		Scores for this NHS Trust	95% Confidence Intervals Lower	95% Confidence Intervals Upper	Threshold score for the best 20% of NHS Trusts	Highest score achieved (all Trusts)	Number of respondents (this Trust)
Admission to hospital							
Q2	How organised was the care you received in A&E (or the medical admissions unit)?	78	74	82	82	97	240
Q3	How long did you wait before admission to a room or ward and bed?	56	52	60	70	94	207
Q4	How do you feel about the length of time you were on the waiting list?	82	77	87	83	97	171
Q5	Were you given enough notice of the date of your admission?	97	94	100	98	100	172
Q6	Were you given a choice of admission date?	29	22	36	28	43	164
Q7	Was your admission date changed by the hospital?	86	83	89	94	99	173
Q8	Were you given a choice about which hospital you were admitted to?	18	12	24	12	29	166
Q9	Did you feel that you had to wait a long time to get to a bed on a ward?	68	64	72	85	97	441
The hospital and ward							
Q10	Did you ever share a room or bay with patients of the opposite sex?	82	79	86	89	98	441
Q11	Were you ever bothered by noise at night from other patients?	54	49	59	66	84	448
Q12	Were you ever bothered by noise at night from hospital staff?	79	75	83	85	93	443
Q13	In your opinion, how clean was the hospital room or ward that you were in?	78	76	81	85	95	452
Q14	How clean were the toilets and bathrooms that you used in hospital?	70	67	73	82	94	448
Q15	How would you rate the hospital food?	43	40	46	60	73	425
Doctors							
Q16	When you had questions to ask a doctor, did you get answers you could understand?	80	77	83	83	90	412
Q17	Did you have confidence and trust in the doctors treating you?	88	86	90	91	97	444
Q18	Did doctors talk in front of you as if you weren't there?	81	78	84	86	94	441
Nurses							
Q19	When you had questions to ask a nurse, did you get answers you could understand?	78	75	81	85	91	405
Q20	Did you have confidence and trust in the nurses treating you?	83	80	85	89	94	447
Q21	Did nurses talk in front of you as if you weren't there?	84	81	86	90	95	441
Q22	In your opinion, were there enough nurses on duty to care for you in hospital?	76	73	79	77	89	442

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

		Scores for this NHS Trust	95% Confidence Intervals Lower	95% Confidence Intervals Upper	Threshold score for the best 20% of NHS Trusts	Highest score achieved (all Trusts)	Number of respondents (this Trust)
Your care and treatment							
Q23	Did a member of staff say one thing and another say something quite different?	81	78	84	83	90	443
Q24	Were you involved as much as you wanted to be in decisions about your care?	65	62	69	75	82	431
Q25	How much information about you condition or treatment was given to you?	80	76	84	81	92	438
Q26	Did your family or someone close to you have enough opportunity to talk to a doctor?	66	61	70	68	84	279
Q27	Did you find someone on the hospital staff to talk to about your worries and fears?	55	50	59	66	81	269
Q28	Were you given enough privacy when discussing your condition or treatment?	80	76	83	83	91	434
Q29	Were you given enough privacy when being examined or treated?	92	90	94	94	98	442
Q30	After you used the call button, how long did it usually take before you got help?	60	57	63	72	80	258
Q32	Were your scheduled tests, x-rays or scans performed on time?	79	75	82	84	90	301
Pain							
Q34	Did you think the hospital staff did everything they could to help control your pain?	86	83	89	87	92	294
Leaving hospital							
Q37	How long was your discharge delayed?	76	72	80	83	93	401
Q38	Did a member of staff explain the purpose of the medicines in a way you could understand?	83	80	87	89	94	351
Q39	Did a member of staff tell you about medication side effects to watch for?	47	42	52	52	74	297
Q40	Did a member of staff tell you about any danger signals you should watch for?	42	37	47	56	73	325
Q41	Did hospital staff give your family or someone close to you all the information they needed?	51	46	56	60	78	288
Q42	Did hospital staff tell you who to contact if you were worried about your condition?	70	65	75	83	95	379
Overall							
Q43	Did you feel you were treated with respect and dignity while you were in the hospital?	87	85	90	90	97	438
Q44	How would you rate how well the doctors and nurses worked together?	76	73	78	80	89	436
Q45	Overall, how would you rate the care you received?	77	74	79	81	91	438

Inpatient survey 2004

Chelsea and Westminster Healthcare NHS Trust

Background Information

The sample	This trust	All trusts
Number of respondents	460	88308
Response rate (percentage)	55	63

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	46	46
Female	54	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	20	11
Aged 36 - 50	22	17
Aged 51 - 65	24	26
Aged 66 and older	34	47
Ethnic group (percentage)	(%)	(%)
White	74	92
Mixed	2	0
Asian or Asian British	1	2
Black or Black British	8	2
Chinese or other ethnic group	2	0
Not known	12	3